

Educational Organisation Using ServiceNow

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TeamMembers : 4

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Problem Statement

The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

Objective:

1. to streamline and automate institutional operations.
2. improve the student and staff experience by providing personalized services and a unified platform.
3. enhance digital security, and foster innovation through data-driven insights.
4. providing self-service IT and student support, unifying departmental services for better collaboration.
5. leveraging AI/ML for enhanced decision-making and learning.

Skills:

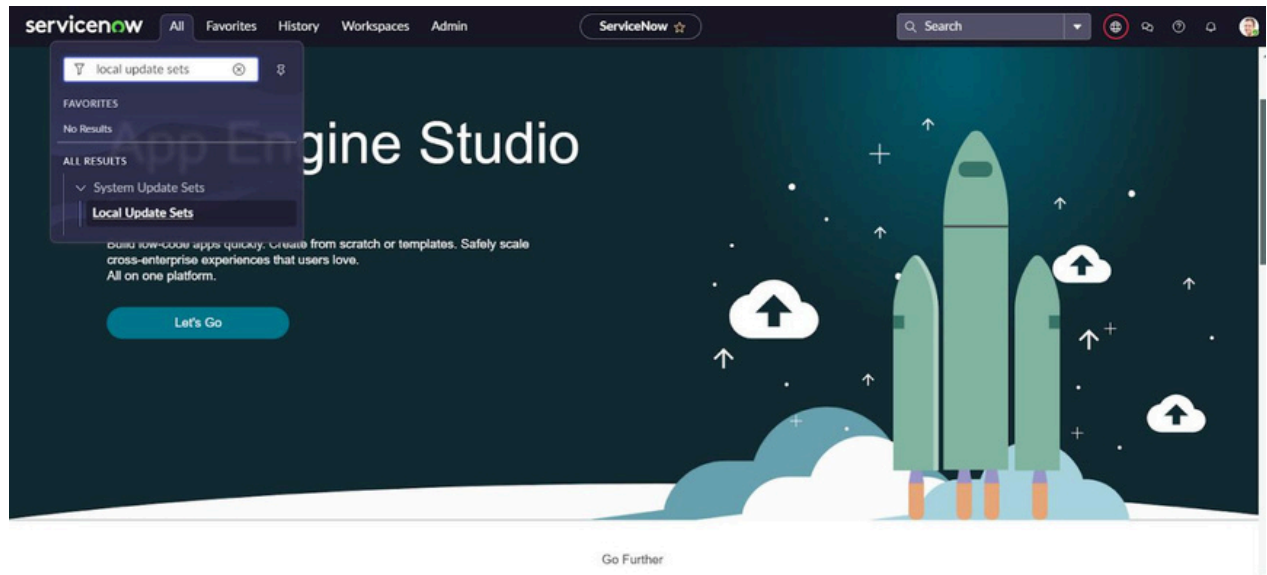
1. JavaScript and Scripting: For automating application logic and customizing the platform.
2. Platform Administration: Fundamental knowledge of managing the ServiceNow platform.
3. Application Development: Building custom applications on the ServiceNow platform.
4. Problem-Solving: Diagnosing issues and developing effective solutions within the ServiceNow environment.

TASK INITIATION:**Milestone 1: User****Activity 1: Setting Up Your ServiceNow Instance:**

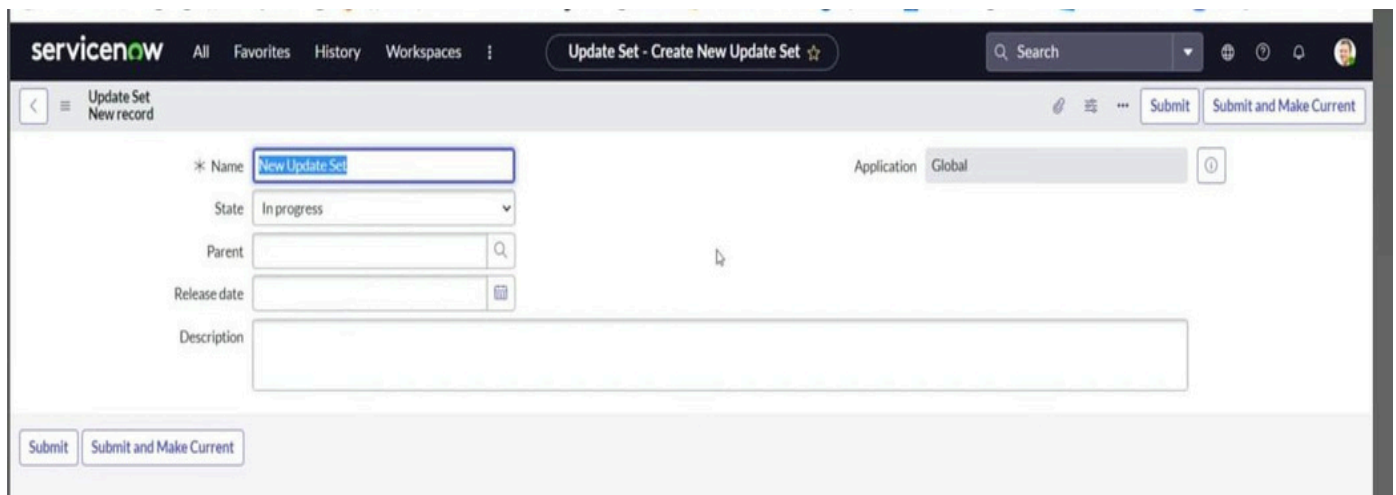
1. Sign up for a developer account on the ServiceNow Developer site "<https://developer.servicenow.com>".
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
7. Now you will navigate to the ServiceNow.

Activity: Creating a Update Set:

1. Click on All >> Local update sets >Click New.



2. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.



ServiceNow interface for creating a new update set. The form fields are as follows:

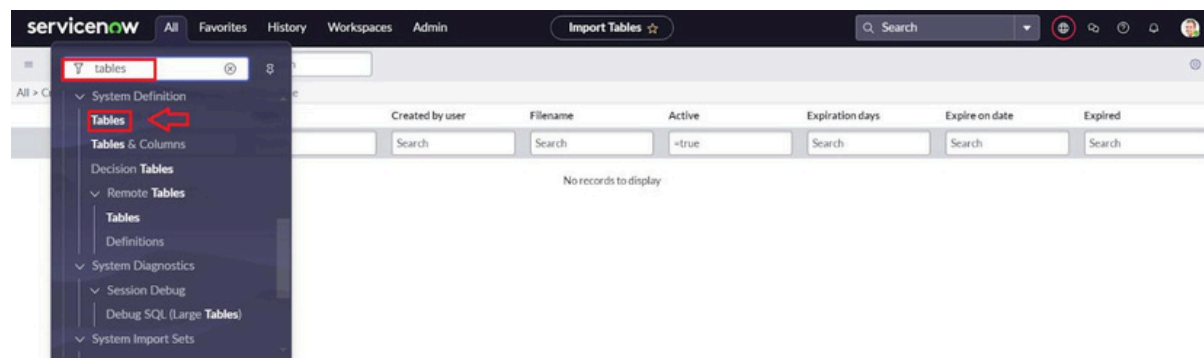
Field	Value
Name	New Update Set
State	In progress
Parent	
Release date	
Description	
Application	Global

Buttons: Submit, Submit and Make Current

Milestone: *Creating a Table*

Activity 1: Creating Salesforce Table.

1. All >> Tables > Click on new



2. Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.

3. Create columns as given below, Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .

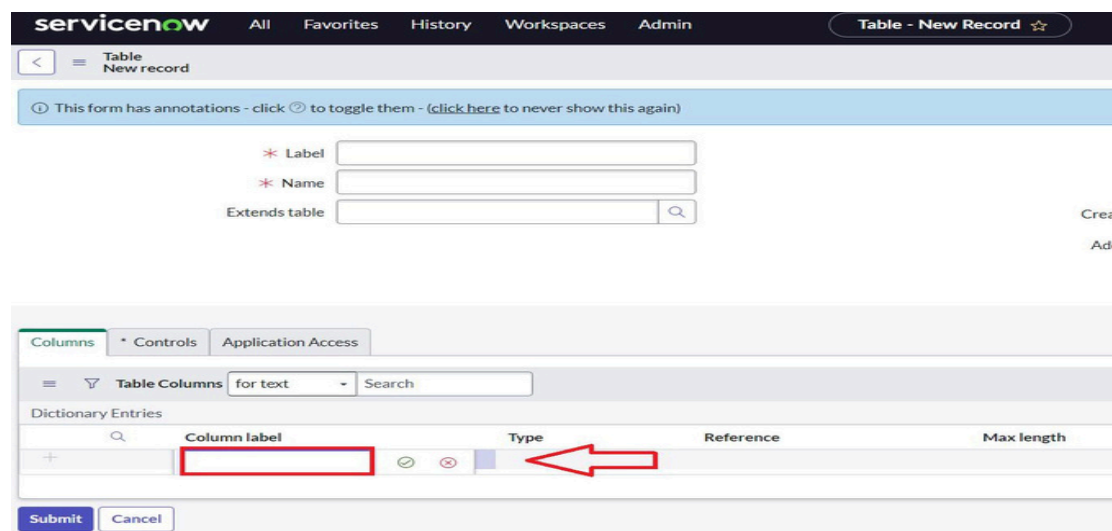


Table - New Record

This form has annotations - click to toggle them - (click here to never show this again)

* Label

* Name

Extends table

Columns * Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length
<input type="text"/>			

Submit Cancel

Table
Salesforce

This record is in the Global application, but Educational Organisation is the current application. To edit this record click [here](#).

Admin Date	Date	(empty)	40	false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();
Father Cell	String	(empty)	40	false
Father Name	String	(empty)	40	false
Grade	Choice	(empty)	40	false
Mother Cell	String	(empty)	40	false
Mother Name	String	(empty)	40	false
Student Name	String	(empty)	40	false

4. For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.

5. Click on controls >> Enable Extensible.

Columns **Controls** Application Access

Extensible ☒ 

Live feed ☐

Prefix

Number

Number of digits

Create access controls ☒

* User role

6. Click on “Admin Number” column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .

1. Create an Admission Table with Columns given.

servicenow

All Favorites History Workspaces Admin

Table - New Record ☆

Search

Submit Cancel

Table New record

Submit Cancel

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

This form has annotations - click ⓘ to toggle them - ([click here](#) to never show this again)

* Label Admission

* Name u_admission

Extends table Salesforce ⓘ

Application Global ⓘ

Create module ☒

Create mobile module ☒

Add module to menu Salesforce ▼

Columns Controls Application Access

Table Columns for text Search ⓘ

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
<input type="text"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>				

Submit Cancel

3.Create Fields as shown

Table Admission						
Columns Controls Application Access						
Table Columns for text Search						
Dictionary Entries	Column label	Type	Reference	Max length	Default value	Display
	Sys ID	Sys ID (GUID)	(empty)	32		false
	Admin Status	Choice	(empty)	40		false
	Admission Number	Reference	Salesforce	32		false
	Area	String	(empty)	40		false
	City	String	(empty)	40		false
	Comments	String (Full UTF-8)	(empty)	255		false
	District	String	(empty)	40		false
	Fee	Price	(empty)	20		false
	House No	String	(empty)	40		false
	Mandal	String	(empty)	40		false
	Pincode	Choice	(empty)	40		false
	Purpose of join	Choice	(empty)	40		false
	School	Choice	(empty)	40		false
	School Area	Choice	(empty)	40		false
	Class	System Class Name	(empty)	80	javascript:current.getTable();	false

3. Create choice for Admin Status as:

Dictionary Entry Admin Status						
Create Choice List Delete Column Update						
Related Links						
Show Table Run Point Scan Advanced view						
Access Controls Choices (7) Attributes Labels (1) Dictionary Overrides						
Label Search						
Choices						
Label	Value	Language	Sequence	Inactive	Updated	
New	New	en	1	false	2024-04-02 21:10:25	
Join in progress	In progress	en	2	false	2024-04-02 21:11:03	
Joined	Joined	en	3	false	2024-04-02 21:11:26	
Rejected	Rejected	en	4	false	2024-04-02 21:12:00	
Closed	Closed	en	5	false	2024-04-02 21:13:05	
Rejoined	Rejoined	en	6	false	2024-04-02 21:13:08	
Cancelled	Cancelled	en	7	false	2024-04-02 21:13:27	
Insert a new row...						

4. Create choice for Pincode as:

Access Controls

Choices (3)

Attributes

Labels (1)

Dictionary Overrides

Label

Search

—

Actions on selected rows...

New

Choices

<input type="checkbox"/>	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	509358	509358	en		1 false	2024-04-02 21:15:19
	500079	500079	en		2 false	2024-04-02 21:15:46
	500081	500081	en		3 false	2024-04-02 21:16:05
+	Insert a new row...					

5. Create choice for Purpose of Join as:

Access Controls

Choices(3)

Attributes

Labels(1)

Dictionary Overrides

≡

▽

Label ▾

Search

⚙

—

Actions on selected rows... ▾

New

Choices

<div><input type="checkbox"/></div> <div>🔍</div>	Label	Value	Language	Sequence	Inactive	Updated
	Tuition	Tuition	en	1	false	2024-04-02 21:17:09
	Coaching	Coaching	en	2	false	2024-04-02 21:17:31
	Teacher	Teacher	en	3	false	2024-04-02 21:17:53
+	Insert a new row...					

7. Create choice for School as:

Access Controls

Choices (2)

Attributes

Labels (1)

Dictionary Overrides

Label

Search

—

Actions on selected rows...

New

Choices

<div><div></div><div></div></div> Label	Value	Language	Sequence	Inactive	Updated
Stanley	Stanley	en	1	false	2024-04-02 21:19:14
Naresh It	Naresh It	en	2	false	2024-04-02 21:19:35
<div><div></div><div>Insert a new row...</div></div>					

8. Create choice for School Area as:

Access Controls						
Choices (2) Attributes Labels (1) Dictionary Overrides						
<div> <div>Label</div> <div>Search</div> </div> <div> <div>Actions on selected rows...</div> <div>New</div> </div>						
Choices						
<input type="checkbox"/>	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	Near Market	Near Market	en	1	false	2024-04-02 21:20:53
<input type="checkbox"/>	Near Bus Stand	Near Bus Stand	en	2	false	2024-04-02 21:21:24
Insert a new row...						

Activity 3: Creating Student Progress Table

1. Create a Student Progress Table with Columns given.
2. Select Add module to menu >> Salesforce.
3. Create Fields as shown:

X	Admission Number	Reference	Salesforce	32	false
X	English	String	(empty)	40	false
X	Hindi	String	(empty)	40	false
X	Maths	String	(empty)	40	false
X	Percentage	String	(empty)	40	false
X	Result	String	(empty)	40	false
X	Science	String	(empty)	40	false
X	Social	String	(empty)	40	false
X	Telugu	String	(empty)	40	false
X	Total	String	(empty)	40	false
Insert a new row...					

Milestone : *Form Layout*

Activity 1 :

Configuring Table form for Student Progress Table

1. In the Student Progress Table Page , Click on Layout form .

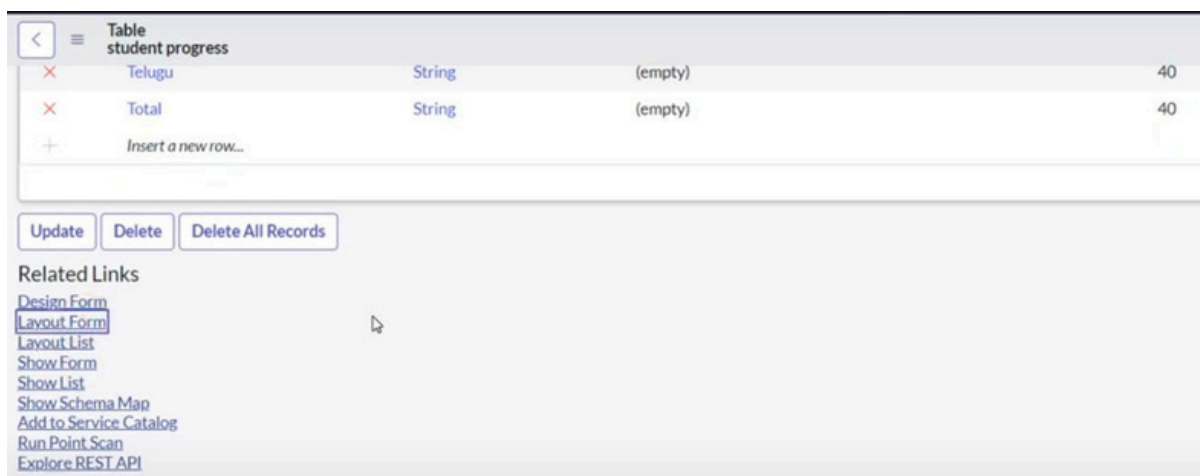


Table student progress			
X	Telugu	String	(empty) 40
X	Total	String	(empty) 40
+	Insert a new row...		

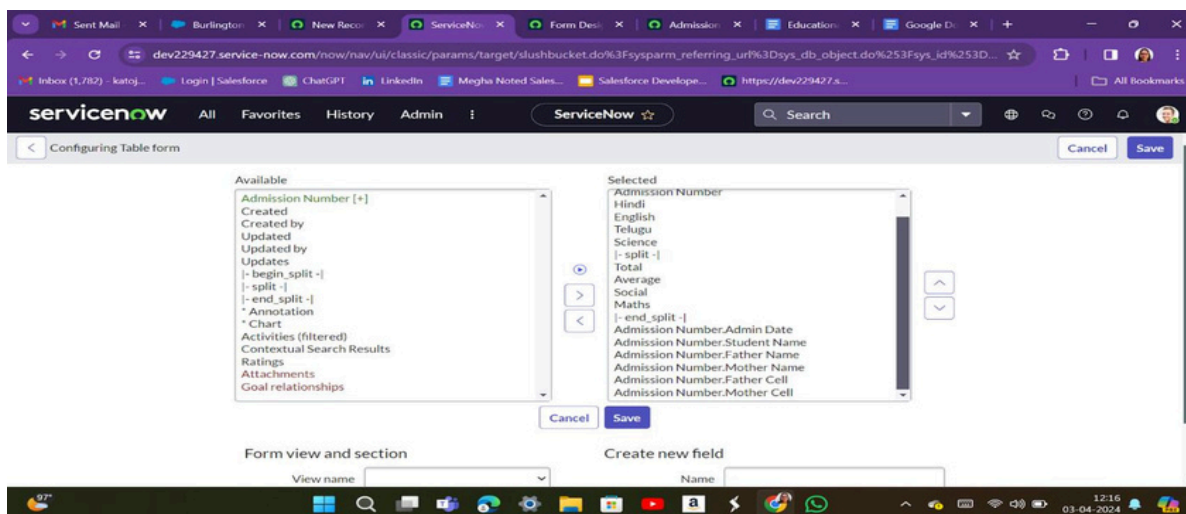
Update Delete Delete All Records

Related Links

- [Design Form](#)
- [Layout Form](#)
- [Layout List](#)
- [Show Form](#)
- [Show List](#)
- [Show Schema Map](#)
- [Add to Service Catalog](#)
- [Run Point Scan](#)
- [Explore REST API](#)

2. Click on Admission Number [+].

3. Select below Admission Number fields in Available side and send it to selected side as below >> save.



Configuring Table form

Available

- Admission Number [+]
- Created
- Created by
- Updated
- Updated by
- Updates
- [- begin_split -]
- [- split -]
- [- end_split -]
- * Annotation
- * Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments
- Goal relationships

Selected

- Admission Number
- Hindi
- English
- Telugu
- Science
- [- split -]
- Total
- Average
- Social
- Maths
- [- end_split -]
- Admission Number.Admin Date
- Admission Number.Student Name
- Admission Number.Father Name
- Admission Number.Father Cell
- Admission Number.Mother Cell

Form view and section

Create new field

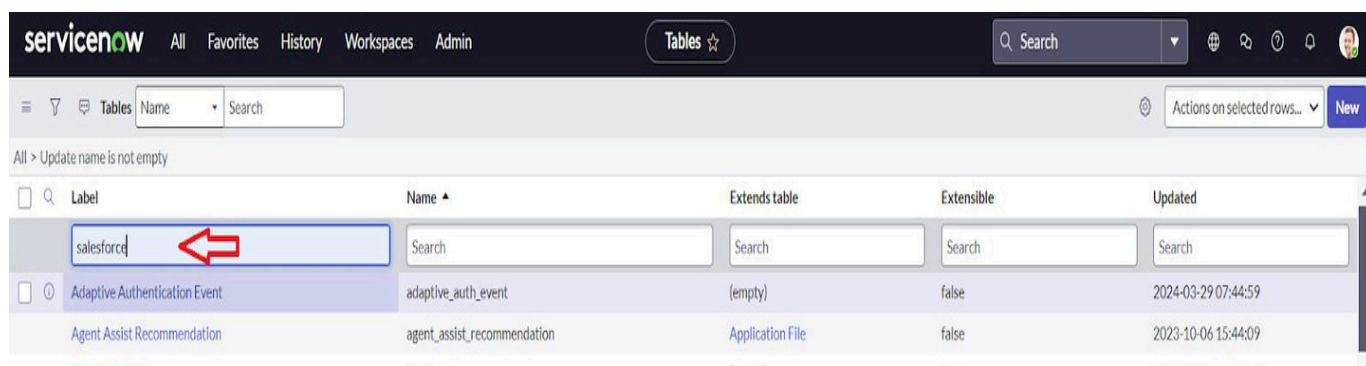
View name Name

Cancel Save

Milestone : *Form Design*

Activity 1 : Creating Form Design for Salesforce Table

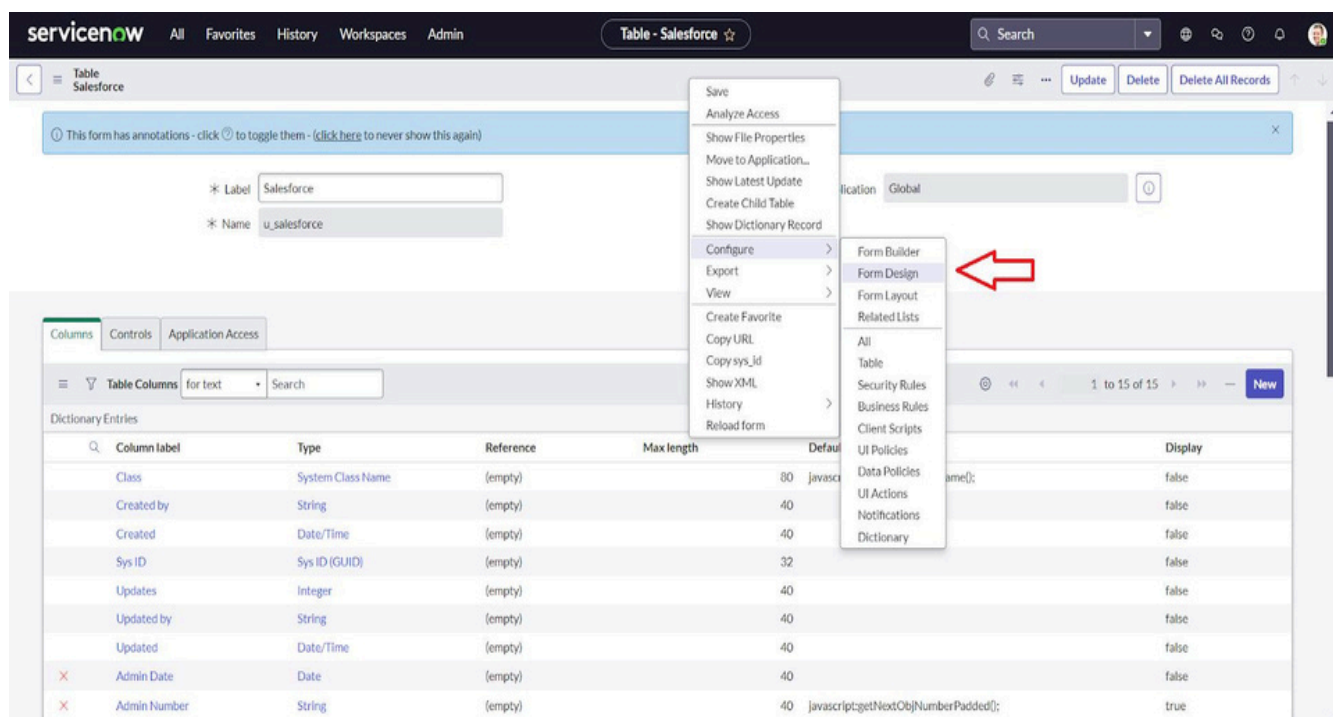
1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open .



The screenshot shows the ServiceNow 'Tables' page. A search bar at the top left contains the text 'salesforce', with a red arrow pointing to it. Below the search bar, a table lists various tables. The first row is highlighted, showing 'Adaptive Authentication Event' with the name 'adaptive_auth_event'. Other rows include 'Agent Assist Recommendation' and 'Salesforce File'.

Label	Name	Extends table	Extensible	Updated
salesforce	Search	Search	Search	Search
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2024-03-29 07:44:59
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2023-10-06 15:44:09
Salesforce File	salesforce_file	Table	false	2023-10-06 15:44:09

3. Right Click on top Toggle >> Configure >> Form Design.

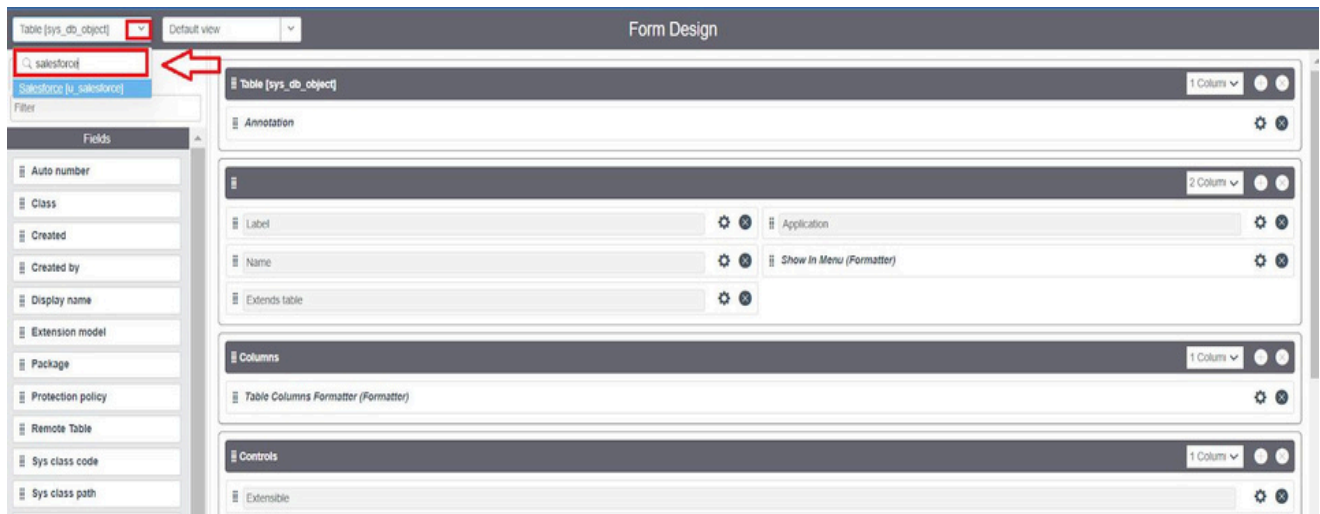


The screenshot shows the 'Table - Salesforce' configuration page. A right-click context menu is open over the 'Configure' option, with a red arrow pointing to 'Form Design'. The menu includes options like 'Save', 'Analyze Access', 'Show File Properties', 'Move to Application...', 'Show Latest Update', 'Create Child Table', 'Show Dictionary Record', 'Configure', 'Export', 'View', 'Create Favorite', 'Copy URL', 'Copy sys_id', 'Show XML', 'History', and 'Reload form'. The 'Form Design' option is highlighted in the sub-menu.

Below the menu, the 'Table Columns' section is visible, showing a list of columns with their labels, types, references, and maximum lengths. The columns are:

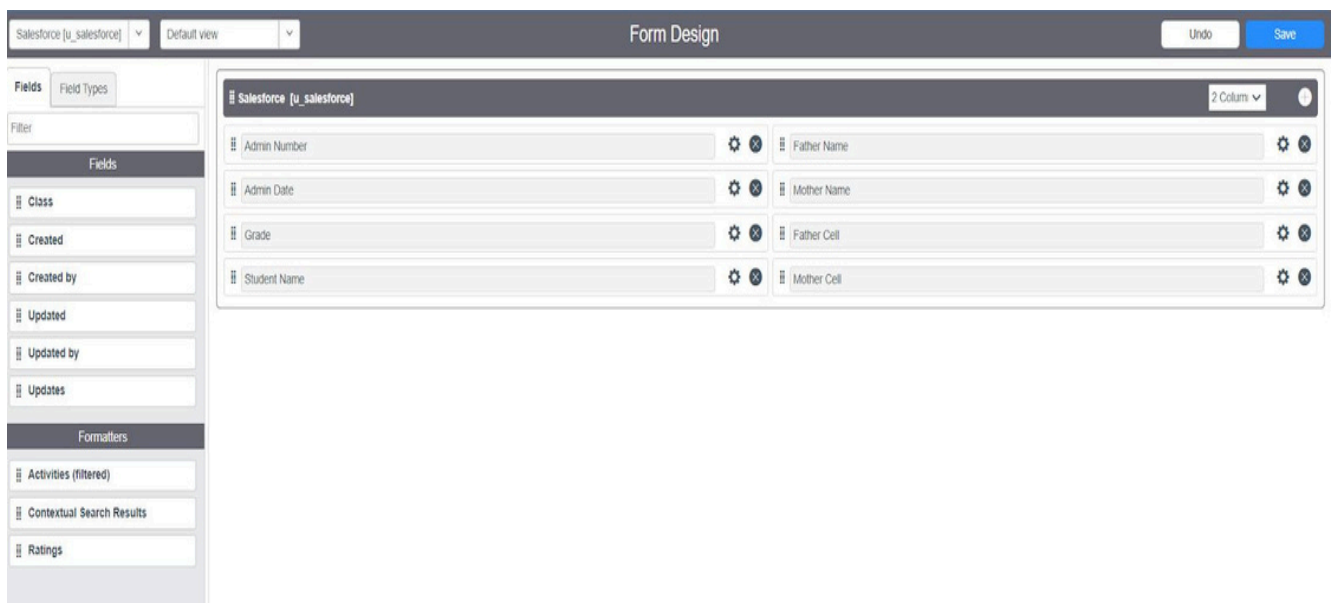
Column label	Type	Reference	Max length	Default	Display
Class	System Class Name	(empty)	80	javascript:nextObjNumberPadded();	false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40	javascript:nextObjNumberPadded();	true

4. In drop down select Salesforce(u_salesforce).



The screenshot shows the 'Form Design' interface. At the top, there is a dropdown menu currently set to 'Table [sys_db_object]'. A red box highlights this dropdown, and a red arrow points to the option 'Salesforce [u_salesforce]' in the list below it. The left sidebar contains a 'Fields' section with various field types like 'Auto number', 'Class', 'Created', etc. The main area shows the form structure with sections for 'Annotation', 'Columns', and 'Controls'.

5. Drag and drop the fields to the left side as below.*

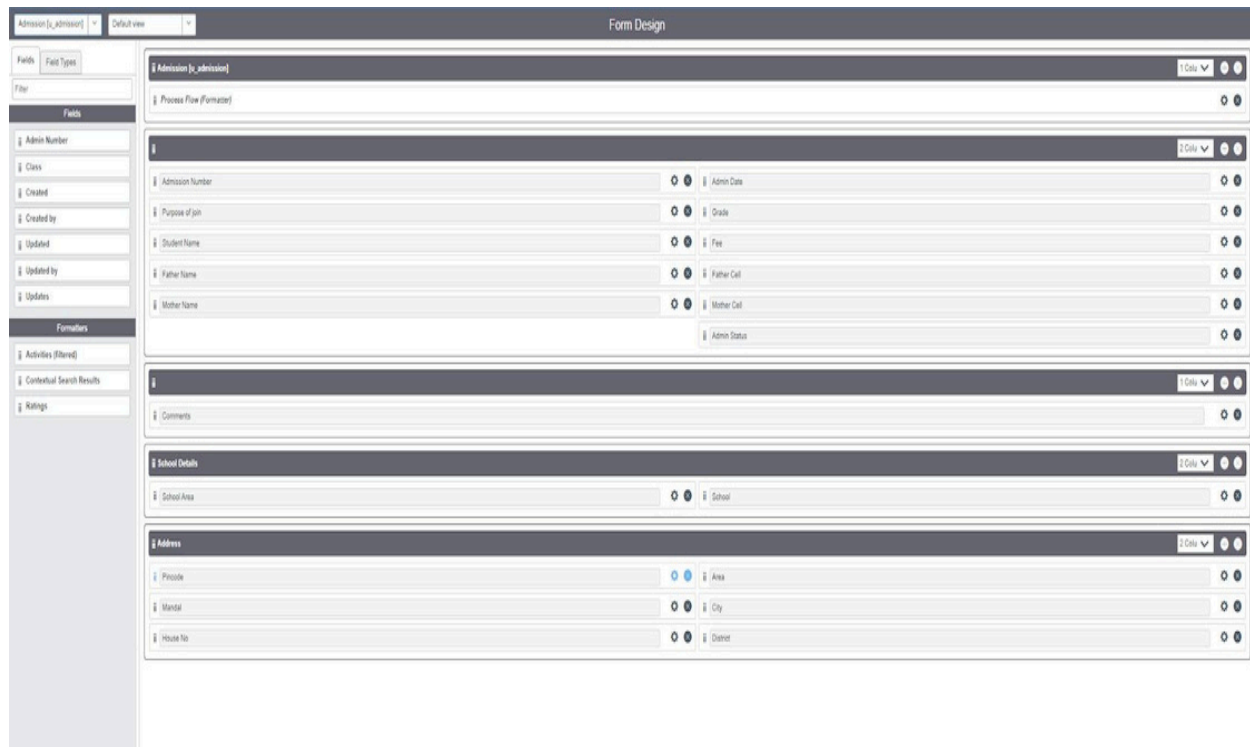


The screenshot shows the 'Form Design' interface after several fields have been dragged to the left sidebar. The dropdown menu is now set to 'Salesforce [u_salesforce]'. The left sidebar has a 'Fields' section with a list of fields: 'Class', 'Created', 'Created by', 'Updated', 'Updated by', 'Updates', 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'. The main area shows the form structure with sections for 'Salesforce [u_salesforce]', 'Columns', and 'Controls'.

6. Save.

Activity 2 : Creating Form Design for Admission Table

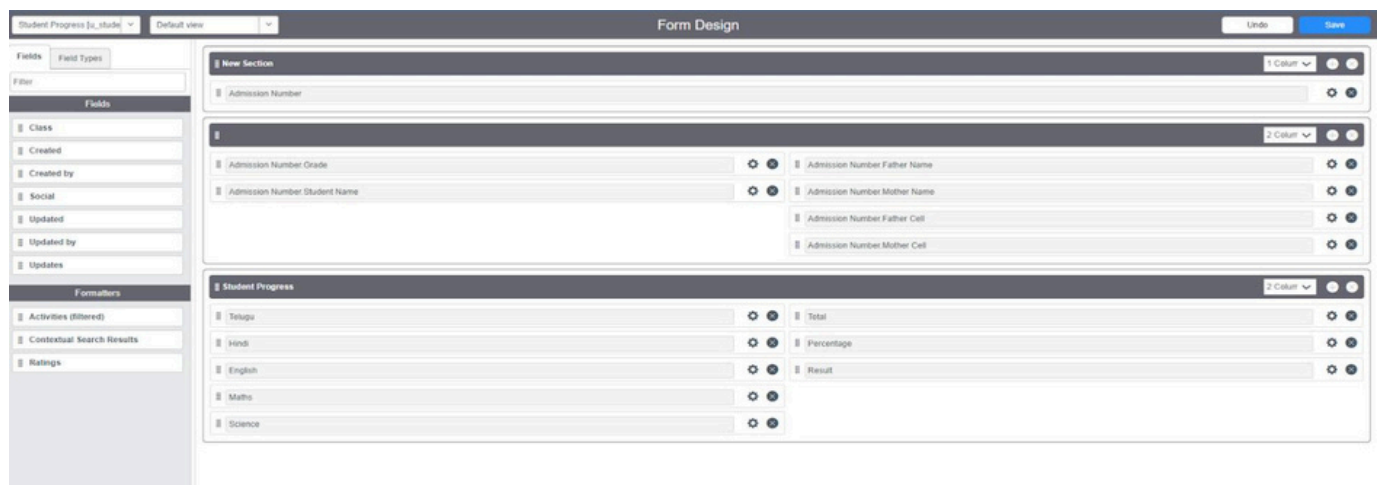
Follow the same steps as Activity 1, Configure the fields as below and Save.



The screenshot shows the 'Form Design' interface for the 'Admission' table. The left sidebar contains a 'Fields' list with categories like 'Admin Number', 'Class', 'Created', 'Updated', and 'Updates'. The main area displays the form structure with sections like 'Admission [Admission]', 'Process Flow (Formatter)', 'School Details', and 'Address'. Each section contains various fields with configuration icons (eye, lock, etc.).

Activity 3 : Creating Form Design for Student progress Table

1. Follow the same steps as Activity1, Configure the fields as below and Save.

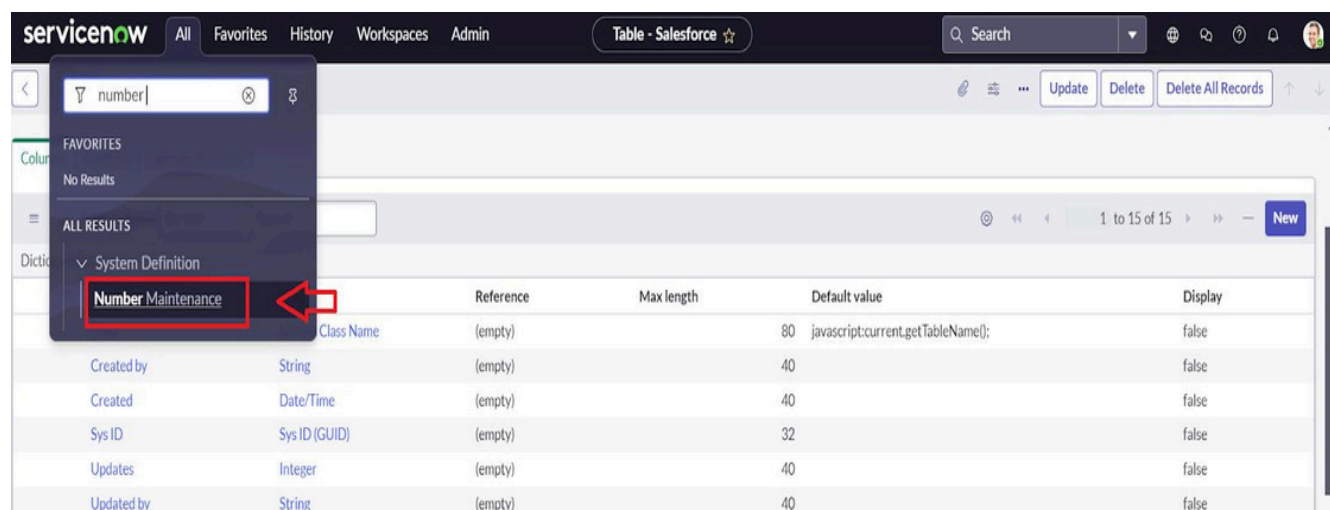


The screenshot shows the 'Form Design' interface for the 'Student Progress' table. The left sidebar contains a 'Fields' list with categories like 'Class', 'Created', 'Updated', and 'Updates'. The main area displays the form structure with sections like 'New Section' and 'Student Progress'. Each section contains various fields with configuration icons (eye, lock, etc.).

Milestone: *NumberMaintenance*

Activity : Creating Number Maintenance for Admin Number

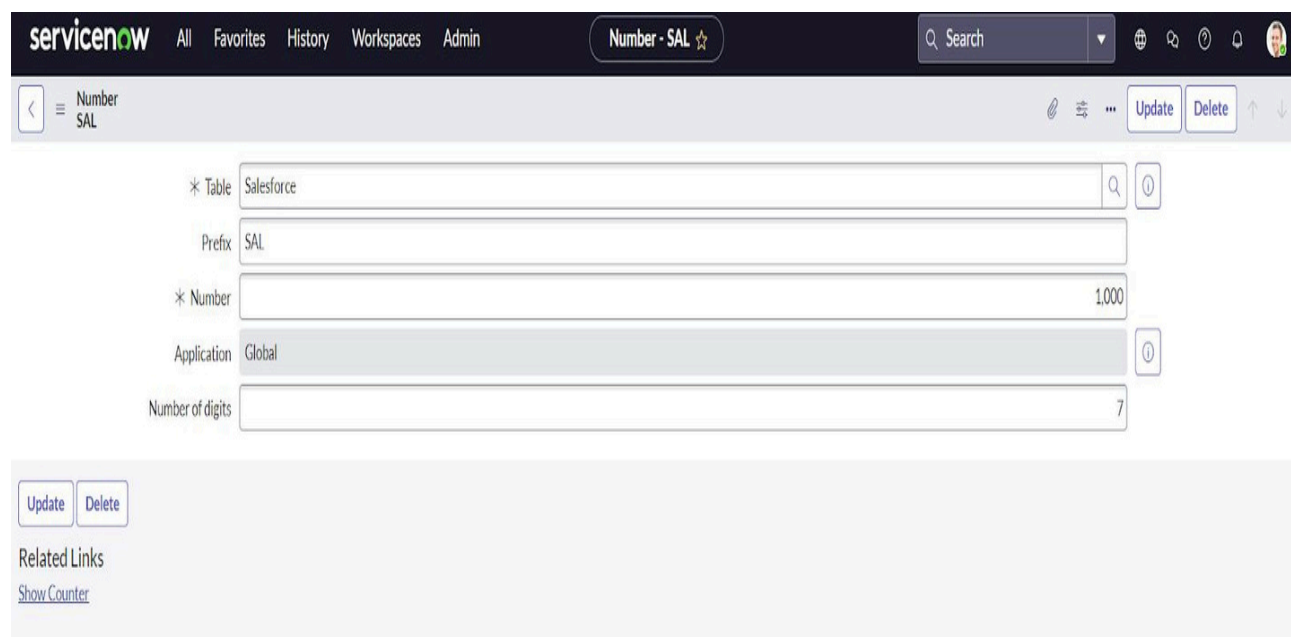
1. All >> Number Maintenance >> New



The screenshot shows the ServiceNow interface with the search bar set to 'number'. A dropdown menu is open, showing 'System Definition' with 'Number Maintenance' highlighted. A red arrow points to the 'Number Maintenance' option. Below the dropdown, a table lists system definitions.

	Reference	Max length	Default value	Display
Class Name	(empty)	80	javascript:current.getTableName();	false
Created by	String	(empty)	40	false
Created	Date/Time	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Updates	Integer	(empty)	40	false
Updated by	String	(empty)	40	false

2. Fill the details >> Submit.



The screenshot shows the 'Number Maintenance' form in ServiceNow. The fields are filled out as follows:

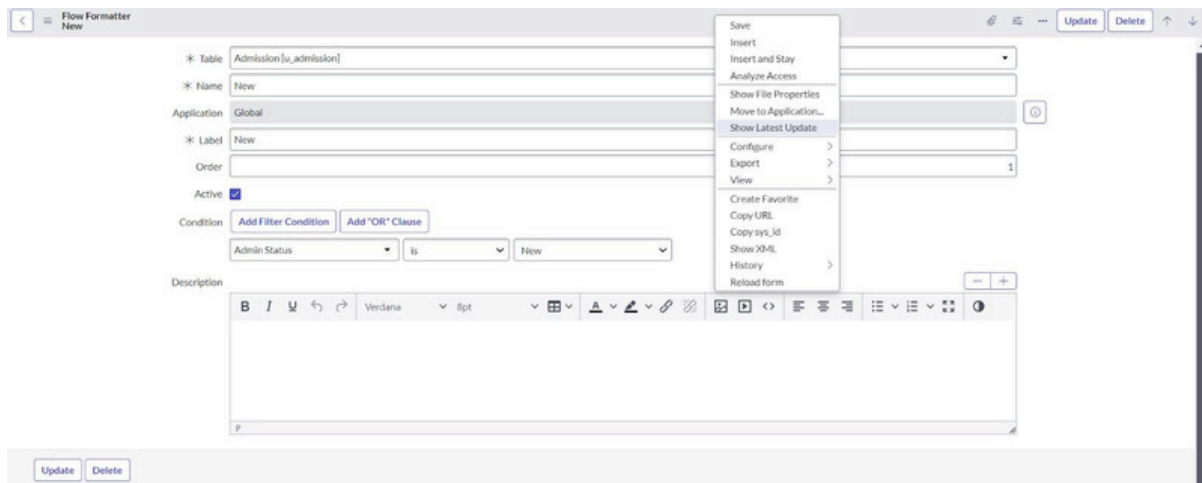
- Table: Salesforce
- Prefix: SAL
- Number: 1,000
- Application: Global
- Number of digits: 7

Buttons for 'Update' and 'Delete' are visible at the bottom left. Below the buttons, there is a 'Related Links' section with a link to 'Show Counter'.

Milestone : *Process Flow*

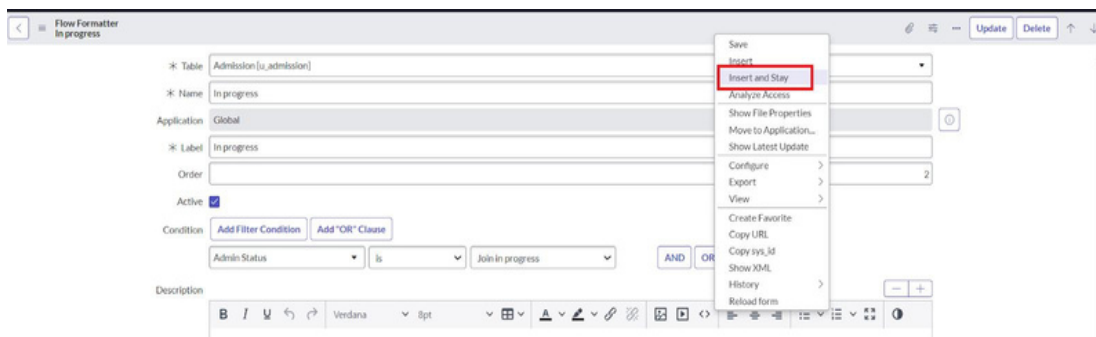
Activity : Creating Process Flow for Admission Table.

1.All >> Process Flow>> New >> Fill the Details as given Below.



2. Right Click on toggle and click on the save .

3. Replace the Name and Label as below and click on Insert on stay.



4. Replace the Name and Label in order and click on Insert on stay.

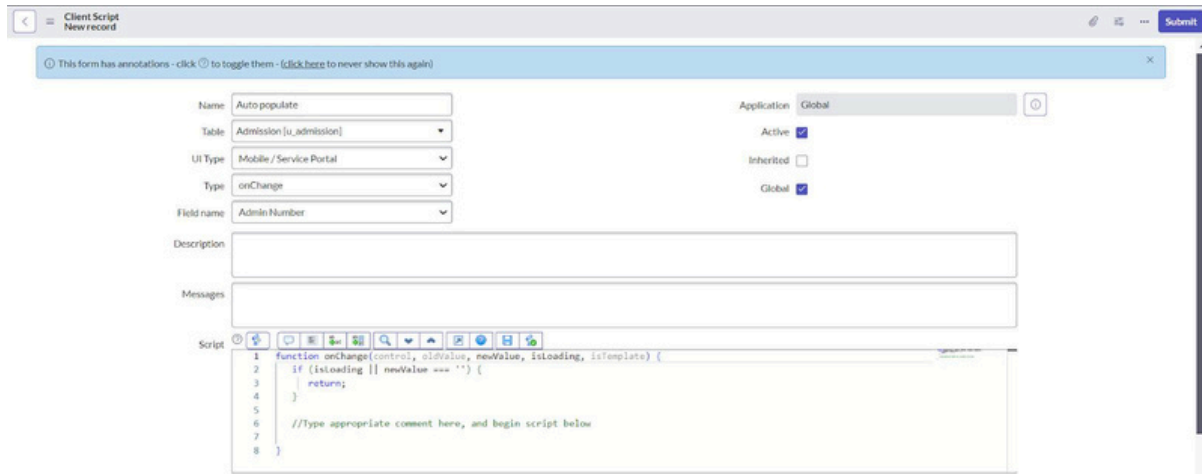
Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

5.Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone : *Client Script*

Activity 1 : Creating “Auto populate” Client Scripts for Admission Table.

1. All >> Client Scripts >> New >> Fill the Details as given.



Client Script New record

This form has annotations - click ⓘ to toggle them - (click here to never show this again)

Name: Auto populate

Table: Admission [u_admission]

UI Type: Mobile / Service Portal

Type: onChange

Field name: Admin Number

Application: Global ⓘ

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7
8 }
  
```

2. Write the Code as below, Enable Isolate script and Save.

```

function onChange(control,oldValue,newValue,isLoading,isTemplate)
{
if (isLoading || newValue === "") {
return;
}

//Type appropriate comment here, and begin script below
var a = g_form.getReference('u_admission_number');
g_form.setValue('u_admin_date',a.u_admin_date);
g_form.setValue('u_grade',a.u_grade);
  
```



```
g_form.setValue('u_student_name',a.u_student_name);  
g_form.setValue('u_father_name',a.u_father_name);  
g_form.setValue('u_mother_name',a.u_mother_name);  
g_form.setValue('u_father_cell',a.u_father_cell);  
g_form.setValue('u_mother_cell',a.u_mother_cell);
```

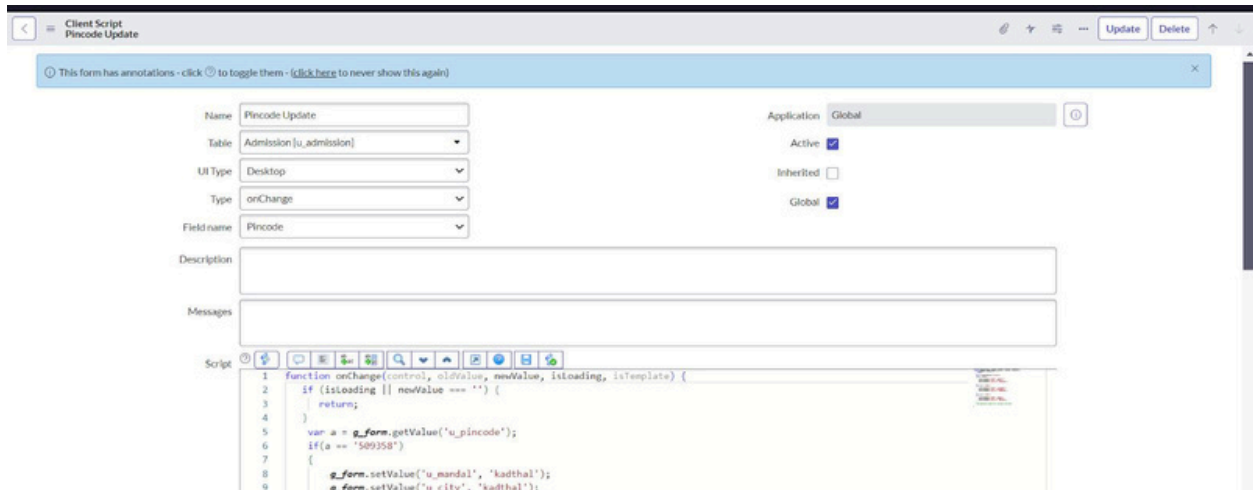
```
g_form.setDisabled('u_admin_date',a.u_admin_date);  
g_form.setDisabled('u_grade',a.u_grade);  
g_form.setDisabled('u_student_name',a.u_student_name);  
g_form.setDisabled('u_father_name',a.u_father_name);  
g_form.setDisabled('u_mother_name',a.u_mother_name);  
g_form.setDisabled('u_father_cell',a.u_father_cell);  
*g_form.setDisabled('u_mother_cell',a.u_mother_cell);
```

3. Click Update.

Note: Make sure the Field names should be the same as you created .

Activity 2 : Creating “Pincode Update” Client Scripts for Admission Table

1. Fill the Details as given.



The screenshot shows the 'Client Script' configuration window for a script named 'Pincode Update'. The configuration details are as follows:

- Name:** Pincode Update
- Table:** Admission[u_admission]
- UI Type:** Desktop
- Type:** onChange
- Field name:** Pincode
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- Script:**

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   var a = g_form.getValue('u_pincode');
6   if(a == '509358')
7   {
8     g_form.setValue('u_mandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');
  
```

2. Write the Code as below, Enable Isolate script and Save.

```

function onChange(control, oldValue, newValue, isLoading, isTemplate)
{
  if (isLoading || newValue === '') {
    return;
  }

  //Type appropriate comment here, and begin script below

  var a = g_form.getValue('u_pincode');
  if(a == '509358')
  {
    g_form.setValue('u_mandal', 'kadthal');
  }
  
```

```
g_form.setValue('u_city', 'kadthal');  
g_form.setValue('u_district', 'RangaReddy');  
}
```

```
else if(a == '500081')
```

```
{  
g_form.setValue('u_mandal', 'karmanghat');  
g_form.setValue('u_city', 'karmanghat');  
g_form.setValue('u_district', 'RangaReddy');
```

```
}
```

```
else if(a == '500079')
```

```
{
```

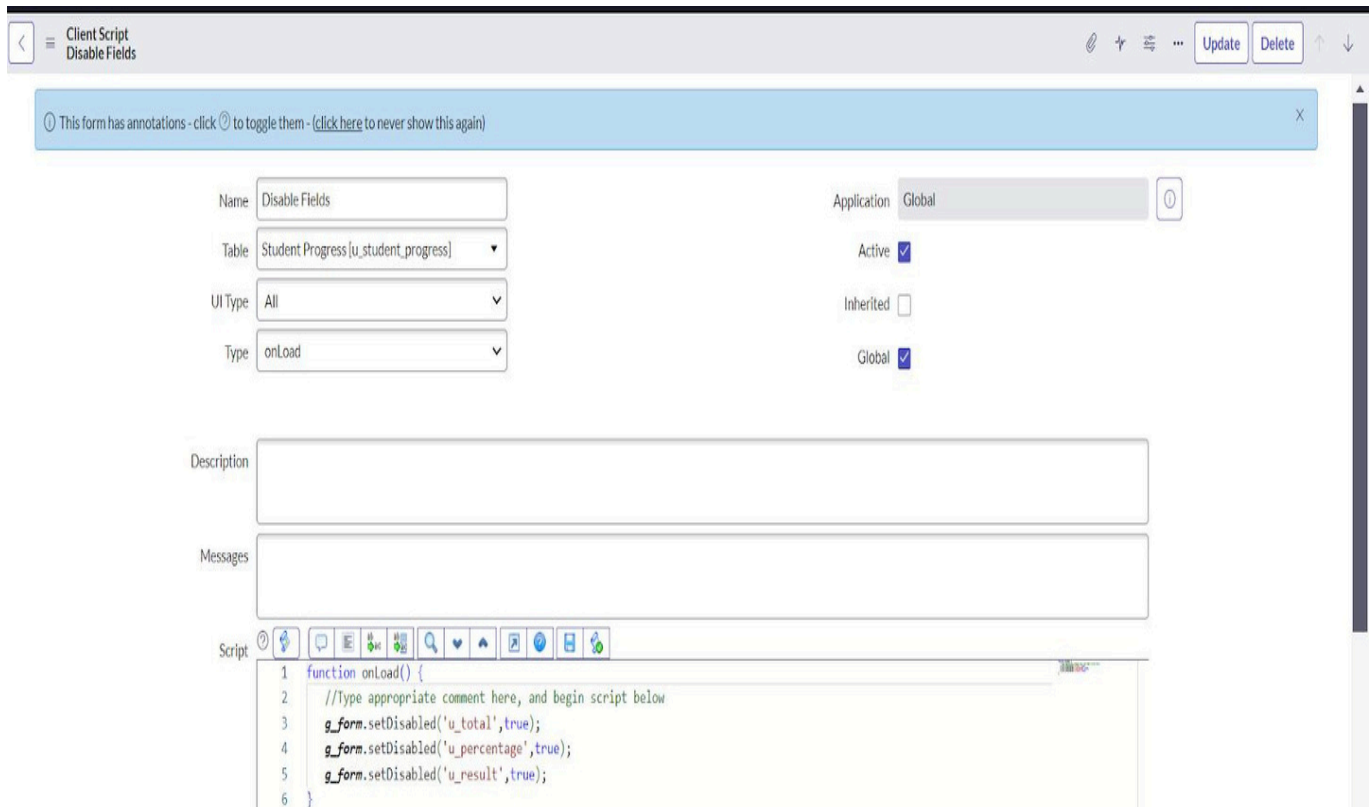
```
g_form.setValue('u_mandal', 'Abids');  
g_form.setValue('u_city', 'AsifNagar');  
g_form.setValue('u_district', 'Hyderabad');
```

```
}
```

```
}
```

Activity 3: Creating “Disable Fields” Client Scripts for Student progress Table.

1. Fill the Details as given.



The screenshot shows the 'Client Script' configuration page for a script named 'Disable Fields'. The interface includes a header with navigation icons and buttons for 'Update' and 'Delete'. A blue notification bar at the top states: 'This form has annotations - click ⓘ to toggle them - (click here to never show this again)'. The configuration fields are as follows:

- Name:** Disable Fields
- Table:** Student Progress [u_student_progress]
- UI Type:** All
- Type:** onLoad
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- Script:**

```

1 function onLoad() {
2     //Type appropriate comment here, and begin script below
3     g_form.setDisabled('u_total',true);
4     g_form.setDisabled('u_percentage',true);
5     g_form.setDisabled('u_result',true);
6 }

```

2. Write the Code as below, Enable Isolate script and Save.

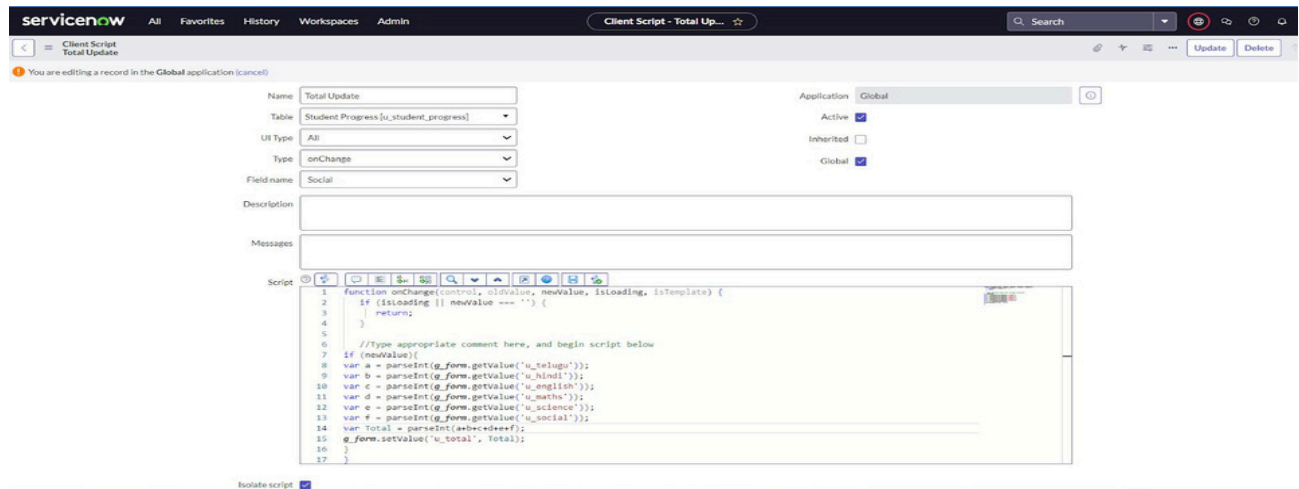
```

function onLoad() {
    //Type appropriate comment here, and begin script below
    g_form.setDisabled('u_total',true);
    g_form.setDisabled('u_percentage',true);
    g_form.setDisabled('u_result',true);
}

```

Activity 4 : Creating “Total Update” Client Scripts for Student progress Table.

1. Fill the Details as given.



The screenshot shows the ServiceNow interface for configuring a Client Script. The script is named 'Total Update' and is associated with the 'Student Progress[u_student_progress]' table. The script type is 'onChange' and it is applied to the 'Social' field. The script is active and global. The script code is as follows:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   if (newValue){
8     var a = parseInt(g_form.getValue('u_telugu'));
9     var b = parseInt(g_form.getValue('u_hindi'));
10    var c = parseInt(g_form.getValue('u_english'));
11    var d = parseInt(g_form.getValue('u_maths'));
12    var e = parseInt(g_form.getValue('u_science'));
13    var f = parseInt(g_form.getValue('u_social'));
14    var Total = parseInt(a+b+c+d+e+f);
15    g_form.setValue('u_total', Total);
16  }
17 }
  
```

2. Write the Code as below, Enable Isolate script and Save.

```

function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
  
```

//Type appropriate comment here, and begin script below

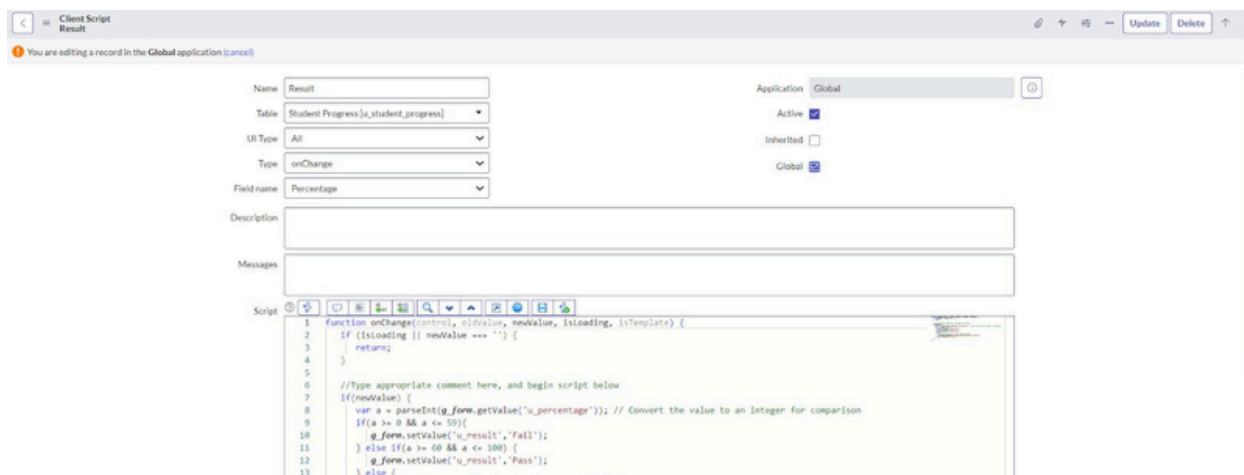
```

if (newValue){
    var a = parseInt(g_form.getValue('u_telugu'));
    var b = parseInt(g_form.getValue('u_hindi'));
    var c = parseInt(g_form.getValue('u_english'));
    var d = parseInt(g_form.getValue('u_maths'));
    var e = parseInt(g_form.getValue('u_science'));
    var f = parseInt(g_form.getValue('u_social'));
  
```

```
var Total = parseInt(a+b+c+d+e+f);
g_form.setValue('u_total', Total); } }
```

Activity 5 : Creating “Result” Client Scripts for Student progress Table.

1. Fill the Details as given.



The screenshot shows the 'Client Script' configuration window for a field named 'Result'. The configuration includes the following details:

- Name:** Result
- Table:** Student Progress [u_student_progress]
- UI Type:** All
- Type:** onChange
- Field name:** Percentage
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

The script editor contains the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   if(newValue) {
8     var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an Integer for comparison
9     if(a >= 0 && a <= 50){
10      g_form.setValue('u_result', 'Fail');
11    } else if(a >= 60 && a <= 100) {
12      g_form.setValue('u_result', 'Pass');
13    } else {
```

2. Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }

  //Type appropriate comment here, and begin script below
  if(newValue) {
```

```
var a = parseInt(g_form.getValue('u_percentage')); // Convert the value
to an integer for comparison
```

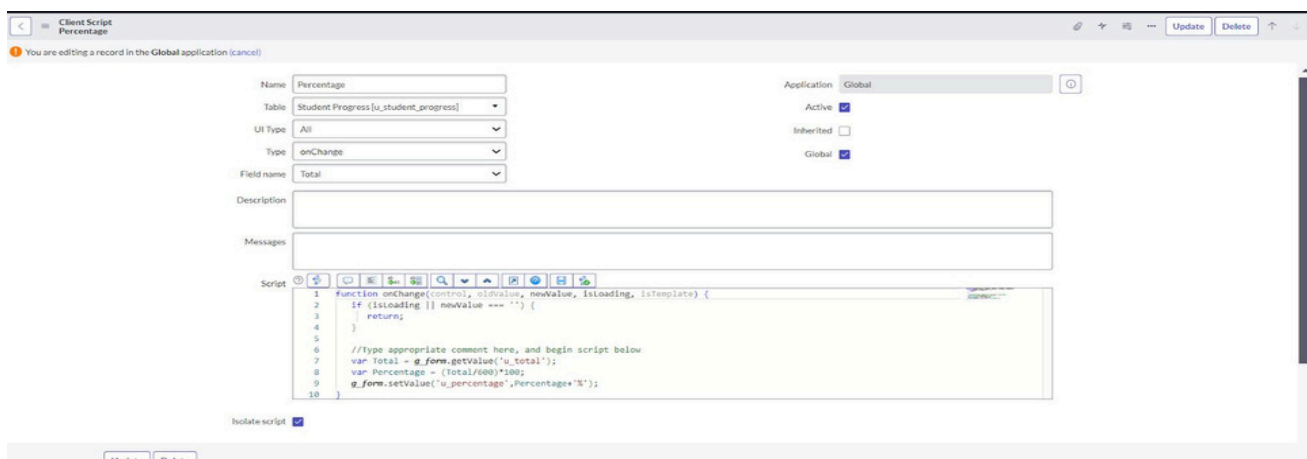
```
if(a >= 0 && a <= 59){
    g_form.setValue('u_result','Fail');
} else if(a >= 60 && a <= 100) {
    g_form.setValue('u_result','Pass');
} else {
    // Handle the case if a is out of range (optional)
    g_form.addErrorMessage('Percentage should be between 0 and
100.');
```

```
    g_form.clearValue('u_result');
```

```
    }
}
}
```

Activity 6 : Creating “Percentage” Client Scripts for Student progress Table.

1. Fill the Details as given.



The screenshot shows the 'Client Script' configuration window for a record named 'Percentage' in the 'Global' application. The configuration includes the following details:

- Name:** Percentage
- Table:** Student Progress [u_student_progress]
- UI Type:** All
- Type:** onChange
- Field name:** Total
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

The script area contains the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (!isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   var total = g_form.getValue('u_total');
8   var Percentage = (total/600)*100;
9   g_form.setValue('u_percentage',Percentage+'%');
10 }
```

At the bottom, there is an 'Isolate script' checkbox which is currently checked, and 'Update' and 'Delete' buttons.

2. Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
    if (isLoading || newValue === '') {  
        return;  
    }  
    //Type appropriate comment here, and begin script below  
    var Total = g_form.getValue('u_total');  
    var Percentage = (Total/600)*100;  
    g_form.setValue('u_percentage',Percentage+'%');  
}
```

Conclusion :

The Project “Educational Organisation using ServiceNow” helps in modernizing student and staff experiences, automating administrative tasks, streamlining IT operations.

This project centralizes knowledge, speeds up incident resolution, and provides customizable apps, leading to better learning experiences, enhanced security, and more efficient operations.

An educational organization uses ServiceNow to support its operations by automating and streamlining various campus functions, including IT, HR, and student services, thereby improving efficiency.

Educational organizations using ServiceNow it improves us by enhancing the student and staff experience through streamlined self-service portals and automated workflows, improving IT infrastructure management with unified platforms, and gaining insights through AI and analytics to optimize operations and resources.